



## Online Address Proof Document Upload

### **Frequently Asked Questions on Address Proof Document Upload**

#### **How do I know the status of the address proof document submitted?**

We will send you an alert through SMS/Email as soon as the document is successfully updated in our records. We will also intimate you in case of any discrepancy/insufficiency with the document submitted.

#### **Are there any specifications to the document that I can upload?**

Yes. Please ensure that the following criteria is met for the document to be uploaded successfully

- 1) File format can be either PDF, JPG (JPEG), PNG, TIF or GIF
- 2) Size of the file should be less than 2MB
- 3) File name should contain only alphabets (a-z) and numerals (0-9)
- 4) The file name length cannot exceed 30 characters including the file extension.

#### **Can I upload more than one address proof document?**

No, you can upload only one document. Therefore please ensure that all the requisite details for address proof are available on a single consolidated file.

#### **I have already uploaded the document, and I still see the notification asking me to submit the address proof. What does it mean?**

The uploaded document had some insufficiency/discrepancy and hence was not successfully updated in our records. In case you still see the notification, we request you to upload the latest address proof document again.

### **Other Submission options**

For the document submission, you may also use any of the following options:

1. E-mail the scanned copy of the self-attested address proof to [myaddressproof@citi.com](mailto:myaddressproof@citi.com) from your registered e-mail address
2. Mail to 'Citibank, N.A., Mail Room, #2, Club House Road, Chennai, Tamil Nadu 600 002, India'. Kindly remember to mention your account number(s) on all documents for us to process your request
3. Visit the nearest Citibank branch.